



What Consumers Say About the Quality of Their Health Plans and Medical Care

**National CAHPS®
Benchmarking Database
2003 Chartbook**

**Volume 1:
Composites and Ratings**

September 2003 (Revised January 2004)

NCBD 2003 Chartbook

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The National CAHPS[®] Benchmarking Database (NCBD) is funded by the U.S. Agency for Healthcare Research and Quality and administered by Westat and Shaller Consulting under Contract Number 290-01-0003. For more information about the NCBD and CAHPS[®], please visit the NCBD Web site (<http://ncbd.cahps.org>) or contact the CAHPS Survey Users Network (SUN). The SUN can be reached through the SUN Web site (<http://www.cahps-sun.org>) via e-mail to cahps1@westat.com or by calling the SUN Helpline at 1-800-492-9261.

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Introduction

The *NCBD 2003 Chartbook Volume 1: Composites and Ratings* presents aggregated health plan survey results for the CAHPS[®] consumer reports and ratings questions compiled for the years 2003 and 2002 in the National CAHPS[®] Benchmarking Database (NCBD). The NCBD is the national repository for CAHPS[®] survey data and is intended to support benchmarking and research related to consumer assessments of care.

The NCBD is the nation's only resource that compiles data about consumer assessments of health care in one place for Commercial (employer-sponsored), Medicaid, State Child Health Insurance Program, and Medicare health plans. The data presented in this chartbook include summary-level distributions of 2003 and 2002 health plan survey results for the following populations:

- Adult Commercial
- Child Commercial
- Adult Medicaid
- Child Medicaid
- State Child Health Insurance Program (SCHIP)
- Medicare Managed Care

The *NCBD Chartbook* is published annually to provide sponsors of CAHPS surveys and others the most recent national CAHPS survey results available. In 2003, survey sponsors began adopting the new CAHPS 3.0 standard, which reflects several changes in question items and composites from the previous 2.0 version used in 2002. Because of these survey content changes, and because sponsors submitting data to the NCBD are different from year to year, the results for 2003 are not directly comparable to 2002. They are presented together in this report to enable readers to easily view the results of both years

The results presented in this chartbook include only the CAHPS consumer report composites and ratings. Results for the individual question items that make up the consumer report composites are available in the *NCBD 2003 Chartbook Volume 2: Question Item Results*. This companion volume will be available upon request later in the fall of 2003.

Key Findings

The charts in this report present CAHPS health plan survey results for 2003 and 2002 in the Commercial, Medicaid, SCHIP, and Medicare Managed Care sectors. Due to changes in the CAHPS survey between 2002 and 2003, and the fact that the data sources for the two years are not exactly the same (see Data Sources, page 5), results cannot be directly compared. However, results for 2003 and 2002 are remarkably consistent for all sectors, reflecting an overall stability in consumer assessments of their health care.

Key findings include:

- The majority of survey respondents rate their medical care providers and overall health care highly. Well over 50 percent of all respondents across all sectors rated their personal doctors and specialists either “9” or “10” on a 10-point scale where “0” is the worst possible and “10” is the best possible.
- In general, respondents rate their health plans lower than they rate their personal doctors and specialists. The exception to this is among SCHIP enrollees, who give their health plans higher ratings.
- Respondents across all sectors report the most positive experiences for questions related to “Getting Needed Care”. In contrast, questions related to “Getting Care Quickly” receive the least positive responses.
- Parents responding about their children generally report more positive experiences than adults responding about their own care, except for Medicare enrollees

About the CAHPS[®] Surveys

CAHPS, sponsored by the Agency for Healthcare Research and Quality, is a family of survey instruments and reporting tools designed to measure important dimensions of health care performance from the consumer's point of view. The CAHPS Health Plan Survey was developed for use with all types of health insurance enrollees (Commercial, Medicaid, SCHIP, and Medicare) and across the full range of health care delivery systems from fee-for-service to managed care plans.

The CAHPS Health Plan Survey is available for adults concerning their own experiences and for parents or guardians concerning the experience of care for their children. Supplemental questions have been developed to meet other needs of users. For example, there are supplemental items for identifying and collecting data on the health care of adults receiving mental health services. New CAHPS products include surveys for assessing the experiences of patients with behavioral health organizations. Surveys on patients' experiences with medical groups, hospitals, and individual providers are currently being developed and tested.

The CAHPS Survey and Reporting Kit provides users with all the tools required to conduct the survey, analyze the data and report the results. This Kit and further information on CAHPS are available through the CAHPS Survey Users Network (SUN). The SUN can be reached through the SUN Web site (<http://www.cahps-sun.org>), via e-mail to cahps1@westat.com, or by calling the SUN Helpline at 1-800-492-9261.

About the NCBD

The growing use of CAHPS has been accompanied by an increasing demand for a national database that can be used for benchmarking health plan performance and for conducting research related to consumer assessments of care. The National CAHPS Benchmarking Database (NCBD) was initiated in 1998 to address this need. Since 1999, the NCBD has been funded by the Agency for Healthcare Research and Quality and administered by Westat and Shaller Consulting through the CAHPS Survey Users Network (SUN). An advisory group composed of representatives from survey sponsor organizations and other interested groups provides oversight and direction for the NCBD.

All sponsors of CAHPS surveys that are administered independently according to CAHPS survey specifications are invited to participate in the NCBD.¹ Commercial, Medicaid, and SCHIP sponsors submitting data to NCBD receive a customized report that compares their own results to appropriate national and regional benchmarks. Researchers may gain authorized access to the NCBD research files by submitting an application that is reviewed by a special committee of the NCBD Advisory Group.

Further information about the NCBD is available through the NCBD Web site at: <http://ncbd.cahps.org>

¹ CAHPS surveys that have not been administered according to CAHPS specifications are evaluated for comparability before data are reported in the chartbook.

Data Sources and Comparison Limitations

The data presented in this report were compiled from CAHPS survey results submitted to the NCBD by various sponsors, including public and private employers, state Medicaid agencies, SCHIP programs, Medicare, and individual health plans. The 2003 results are based on survey data collected between September 2002 and July 2003. The 2002 results are based on survey data collected between September 2001 and July 2002.

Due to differences in the source of data submissions to the NCBD from year to year, as well as differences in the 2.0 and 3.0 versions of CAHPS used between 2002 and 2003, it is not possible to directly compare results for the two years. Differences in data sources and survey questions between 2002 and 2003 are discussed further below.

Differences in Data Sources

The following table presents the number of Commercial, Medicaid, SCHIP, and Medicare survey respondents and health plan samples included in the NCBD, for 2003 and 2002, respectively. The number of health plan samples is indicated in parentheses.

Table 1. Number of Survey Respondents and Health Plan Samples: 2003-2002

	Commercial		Medicaid		SCHIP	Medicare
	Adult	Child	Adult	Child	Child	Adult
NCBD 2003	114,063 (216)	1,866 (4)	39,275 (112)	31,082 (69)	19,061 (49)	141,421 (295)
NCBD 2002	94,546 (219)	5,600 (10)	48,109 (136)	60,534 (122)	18,910 (43)	153,172 (321)

Comparisons in data submissions between the two years for each of the sectors are briefly noted below:

Commercial: The number of commercial submissions remained fairly consistent between 2003 and 2002. The majority of commercial submissions to NCBD come from the U.S. Office of Personnel Management (OPM), the federal agency that sponsors health benefits for the civilian federal government workforce. Child submissions remain at a very low level, reflecting the limited use of this survey in the commercial sector.

Medicaid: About the same number of states (18) submitted Medicaid data in 2003 as in 2002, but there were fewer overall plan samples and respondents since some of the largest states (e.g., California and New York) did not administer CAHPS this year. Of the 18 submitting states, 16 submitted adult data and 12 submitted child data. The number of child surveys is down by almost half in 2003 compared to 2002. These fluctuations reflect a decision on the part of many states to implement CAHPS on an “every other year” basis, or to implement alternating versions of the survey from one year to the next, e.g., alternating between the adult and child versions from year to year.

SCHIP: 2002 was the first year that states submitted State Children Health Insurance Program (SCHIP) data to NCBD. In 2002, three states (California, Texas, and Washington) submitted data. This year, the number of states increased to five (Arkansas, California, Ohio, Virginia, and Wisconsin). But because Texas did not submit again in 2003, the total number of plans and surveys stayed about the same.

Medicare: Each year NCBD receives the complete data files for the CAHPS Medicare Managed Care survey sponsored by the Centers for Medicare and Medicaid Services (CMS). This survey includes all health plans with separate Medicare risk contracts in effect on or before 1996. The number of plan samples and respondents for the Medicare Managed Care population declined between 2002 and 2003, reflecting the decreasing number of plans participating in the program.²

Tables 2 and 3 on the following two pages present the number of respondents and health plan samples in the NCBD for 2003 and 2002 by state, U.S. territory and the District of Columbia. Table 2 excludes Commercial Child surveys, since the number of submissions in 2003 (under 10 health plan samples) was too small for processing by the NCBD. Table 3 excludes SCHIP data since these submissions were not processed in 2002.

Differences in Survey Questions

2003 was a transition year for CAHPS as sponsors began to adopt the new 3.0 instrument. CAHPS consortia members, as well as NCQA representatives, determined which CAHPS 2.0 survey items are comparable to the CAHPS 3.0 survey. Generally speaking, a majority of the items are comparable. However, three of the five CAHPS composite measures are affected as a result of adopting the new 3.0 standard. The affected composite measures are: getting needed care, getting care quickly and customer service. Comparisons between 2003 and 2002 for the affected composites should be made with caution, since the item components are slightly different between the two years.

Some Medicaid sponsors submitted 2.0 survey data in 2003. In order to maximize the usefulness of NCBD comparative data, we have combined the 2003 Medicaid survey data from 2.0 and 3.0 submissions wherever possible.

² The Medicare Managed Care results presented in these charts may differ from other reports due to the inclusion or exclusion of special beneficiary sub-populations and/or in the use of case-mix adjustment variables. These results, as well as those presented elsewhere, originate from the same source – the annual survey of Medicare beneficiaries enrolled in managed care health plans conducted by CMS. For purposes of this Chartbook, Medicare results shown as 2003 are from survey data collected from September through December 2002. Medicare results shown as 2002 are from survey data collected from September through December 2001.

Table 2. NCBD 2003 Survey Respondents and Health Plan Samples by State

	Commercial	Medicaid		SCHIP	Medicare
State	Adult	Adult	Child	Child	Adult
Alabama	524 (1)	–	–	–	1,884 (4)
Arizona	–	–	–	–	3,809 (8)
Arkansas	–	558 (1)	531 (1)	746 (1)	–
California	9,496 (10)	630 (2)	689 (2)	14,920 (26)	19,348 (41)
Colorado	2,193 (4)	2,049 (4)	–	351 (1)	4,610 (9)
Connecticut	1,341 (3)	874 (2)	–	–	1,407 (3)
Delaware	487 (1)	–	–	–	369 (1)
DC	1,175 (2)	–	–	–	508 (1)
Florida	3,821 (8)	2,995 (15)	3,145 (14)	–	13,684 (31)
Georgia	890 (2)	–	–	–	1,014 (2)
Guam	479 (1)	–	–	–	–
Hawaii	1,417 (2)	–	1,787 (3)	–	954 (2)
Idaho	–	–	–	–	1,022 (2)
Illinois	4,886 (9)	–	–	–	3,921 (8)
Indiana	2,483 (5)	–	–	–	2,544 (5)
Iowa	1,092 (2)	1,067 (4)	1,305 (4)	–	1,497 (3)
Kansas	968 (2)	1,130 (2)	3,172 (2)	1,871 (1)	1,522 (3)
Kentucky	1,068 (2)	–	–	–	1,034 (2)
Louisiana	398 (1)	–	–	–	1,402 (3)
Maryland	4,439 (9)	2,771 (6)	6,740 (6)	–	911 (2)
Massachusetts	5,424 (10)	402 (1)	–	–	4,939 (10)
Michigan	6,066 (10)	8,621 (18)	–	–	2,532 (5)
Minnesota	522 (1)	1,845 (6)	–	–	3,191 (7)
Mississippi	–	–	–	–	476 (1)
Missouri	1,903 (4)	363 (1)	883 (2)	–	3,603 (7)
Nebraska	–	–	–	–	511 (1)
Nevada	739 (2)	813 (2)	–	–	1,921 (4)
New Hampshire	559 (1)	–	–	–	502 (1)
New Jersey	1,847 (4)	486 (1)	–	–	4,379 (9)
New Mexico	2,189 (5)	1,033 (3)	2,522 (3)	–	1,474 (3)
New York	6,692 (14)	1,127 (3)	–	–	10,630 (24)
North Carolina	311 (1)	–	–	–	1,546 (3)
North Dakota	–	–	–	–	483 (1)
Ohio	4,955 (9)	1,491 (5)	1,715 (5)	181 (5)	8,538 (18)
Oklahoma	519 (1)	–	1,757 (5)	–	998 (2)
Oregon	468 (1)	–	–	–	6,489 (13)
Pennsylvania	3,361 (6)	3,448 (7)	4,264 (7)	–	10,315 (21)
Puerto Rico	373 (1)	–	–	–	–
Rhode Island	–	552 (1)	–	–	1,426 (3)
South Dakota	516 (1)	–	–	–	544 (1)
Tennessee	1,896 (4)	628 (1)	–	–	1,589 (3)
Texas	7,487 (15)	–	–	–	4,263 (9)
Utah	485 (1)	538 (1)	–	–	–
Vermont	–	405 (1)	–	–	–
Virginia	1,827 (3)	2,631 (6)	536 (2)	602 (2)	1,045 (2)
Washington	8,843 (15)	2,324 (6)	–	–	3,566 (7)
West Virginia	–	–	–	–	2,527 (5)
Wisconsin	8,975 (25)	494 (13)	2,036 (13)	390 (13)	2,494 (5)
Multi-state plans	8,346 (13)	–	–	–	–
TOTAL	114,063 (216)	39,275 (112)	31,082 (69)	19,061 (49)	141,421 (295)

Table 3. NCBD 2002 Survey Respondents and Health Plan Samples by State

State	Commercial		Medicaid		Medicare
	Adult	Child	Adult	Child	Adult
Alabama	813 (2)	—	—	—	1,840 (4)
Arizona	1,422 (4)	—	—	—	4,341 (9)
Arkansas	—	—	—	—	1,028 (2)
California	4,005 (10)	—	328 (1)	245 (1)	22,898 (48)
Colorado	2,530 (5)	149 (1)	534 (1)	2,435 (4)	4,614 (9)
Connecticut	1,142 (3)	—	325 (1)	—	2,438 (5)
Delaware	385 (1)	—	—	—	585 (2)
DC	322 (1)	—	290 (1)	300 (1)	519 (1)
Florida	2,066 (7)	—	4,585 (14)	—	15,039 (34)
Georgia	1,249 (3)	—	—	—	1,017 (2)
Guam	338 (1)	—	—	—	—
Hawaii	1,162 (2)	—	2,903 (5)	—	1,451 (3)
Idaho	—	—	—	—	1,029 (2)
Illinois	1,734 (4)	—	143 (1)	137 (1)	3,958 (8)
Indiana	3,335 (8)	—	—	—	2,508 (5)
Iowa	1,394 (3)	—	952 (4)	1,225 (4)	1,022 (2)
Kansas	1,146 (3)	—	1,024 (2)	3,641 (3)	2,106 (4)
Kentucky	530 (1)	—	—	—	1,024 (2)
Louisiana	665 (2)	—	—	—	2,392 (5)
Maryland	2,900 (7)	—	2,597 (7)	5,691 (7)	978 (2)
Massachusetts	4,775 (9)	1,331 (2)	1,947 (6)	2,397 (5)	5,020 (10)
Michigan	3,954 (10)	674 (1)	8,224 (19)	12,562 (19)	2,995 (6)
Minnesota	494 (1)	—	—	—	3,045 (7)
Mississippi	—	—	—	—	460 (1)
Missouri	3,450 (9)	—	—	—	3,671 (8)
Nebraska	—	—	—	—	511 (1)
Nevada	885 (3)	—	807 (2)	—	1,909 (4)
New Hampshire	502 (1)	—	—	—	493 (1)
New Jersey	1,872 (6)	—	559 (2)	235 (1)	4,952 (10)
New Mexico	2,135 (5)	1,250 (2)	1,141 (3)	1,697 (3)	966 (2)
New York	6,026 (15)	825 (2)	7,488 (29)	7,540 (29)	11,118 (26)
North Carolina	502 (1)	—	—	—	1,566 (3)
North Dakota	—	—	—	—	475 (1)
Ohio	4,233 (9)	—	1,885 (2)	1,688 (1)	9,120 (18)
Oklahoma	762 (2)	—	1,744 (5)	393 (1)	1,501 (3)
Oregon	370 (1)	—	4,844 (16)	4,962 (17)	6,144 (12)
Pennsylvania	3,407 (8)	570 (1)	2,829 (7)	2,513 (7)	10,965 (23)
Puerto Rico	316 (1)	—	—	—	—
Rhode Island	—	—	475 (1)	—	1,489 (3)
South Dakota	587 (1)	—	—	—	482 (1)
Tennessee	1,365 (4)	—	529 (1)	—	1,582 (3)
Texas	6,127 (10)	—	959 (3)	940 (3)	4,238 (9)
Utah	455 (1)	—	—	2,481 (4)	—
Vermont	589 (1)	—	—	345 (1)	—
Virginia	755 (2)	801 (1)	997 (3)	2,292 (3)	514 (1)
Washington	7,664 (14)	—	—	6,815 (7)	4,782 (10)
West Virginia	—	—	—	—	1,550 (3)
Wisconsin	9,226 (26)	—	—	—	2,837 (6)
Multi-state plans	6,957 (12)	—	—	—	—
TOTAL	94,546 (219)	5,600 (10)	48,469 (136)	60,534 (122)	153,172 (321)

Comparing Consumer Reports of Their Experiences with Care

Most of the CAHPS survey questions ask respondents to report on their experiences with different aspects of their care. These reporting questions are combined into groups that address the same aspect of care or service to arrive at a broader assessment. CAHPS reporting questions fall into five major groups, called composites, that summarize enrollee experiences in the following areas:

- Getting needed care
- Getting care quickly
- Doctors who communicate well
- Courteous and helpful office staff
- Health plan customer service

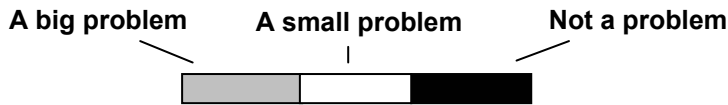
The reporting questions that make up the “getting needed care” and “customer service” composites ask respondents to indicate how much of a problem the respondent has with a certain aspect of care in the past 12 months: “not a problem,” “a small problem,” or “a big problem.” Results for these composites are reported as the percentage of respondents indicating “not a problem.”

The reporting questions that make up the other three composites ask respondents how often something happened in the past 12 months: “never,” “sometimes,” “usually,” or “always.” Results for these composites are reported as the percentage of respondents giving the most positive response.

The following charts show the distribution of CAHPS survey scores for each of the five composite categories. The definitions of terms used in the charts are presented in Appendix A. The specific question items and response options that make up each of the composites are presented in Appendix B for both the 2.0 and 3.0 versions of CAHPS.

Getting Needed Care

Combines responses from four questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.



Commercial

Adult Commercial 2003

(n=105041)



Adult Commercial 2002

(n=88583)



Child Commercial 2003

NA

Child Commercial 2002

(n=5406)



Medicaid

Adult Medicaid 2003

(n=34193)



Adult Medicaid 2002

(n=42526)



Child Medicaid 2003

(n=24246)



Child Medicaid 2002

(n=53830)



SCHIP

SCHIP 2003

(n=13937)



SCHIP 2002

(n=15232)



Medicare

Medicare 2003

(n=120819)



Medicare 2002

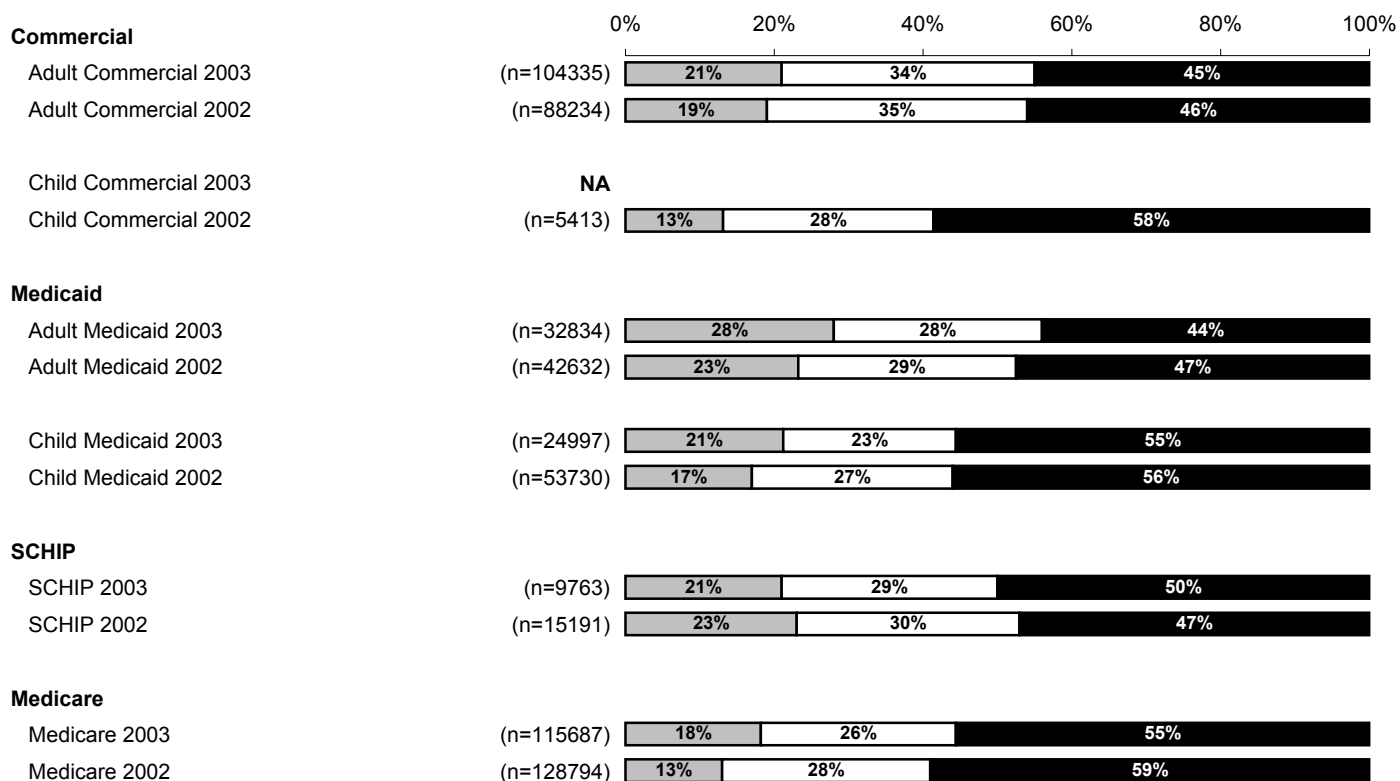
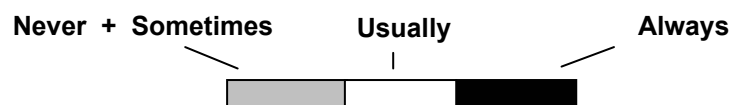
(n=139247)



NOTE: Response distributions may not sum to 100 percent due to rounding.

Getting Care Quickly

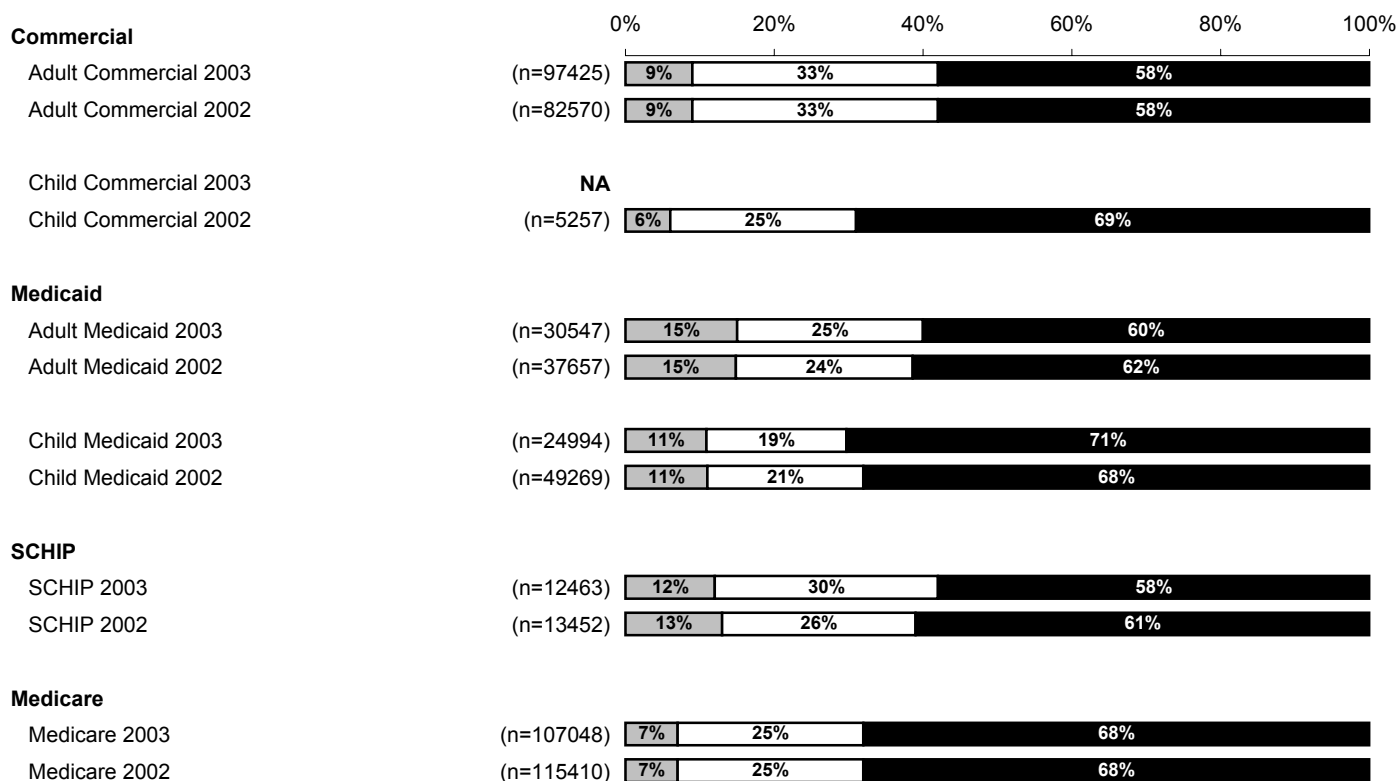
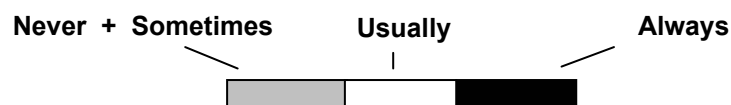
Combines responses from four questions regarding how often consumers received various types of care in a timely manner.



NOTE: Response distributions may not sum to 100 percent due to rounding.

Doctors Who Communicate Well

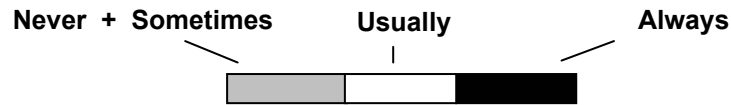
Combines responses to four questions regarding how often doctors communicated well with consumers.



NOTE: Response distributions may not sum to 100 percent due to rounding.

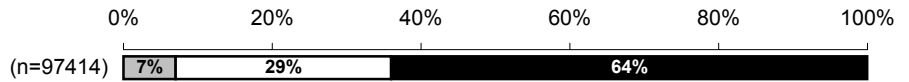
Courteous and Helpful Office Staff

Combines responses from two questions regarding how often office staff were courteous and helpful.



Commercial

Adult Commercial 2003



Adult Commercial 2002



Child Commercial 2003

NA

Child Commercial 2002



Medicaid

Adult Medicaid 2003



Adult Medicaid 2002



Child Medicaid 2003



Child Medicaid 2002



SCHIP

SCHIP 2003



SCHIP 2002



Medicare

Medicare 2003



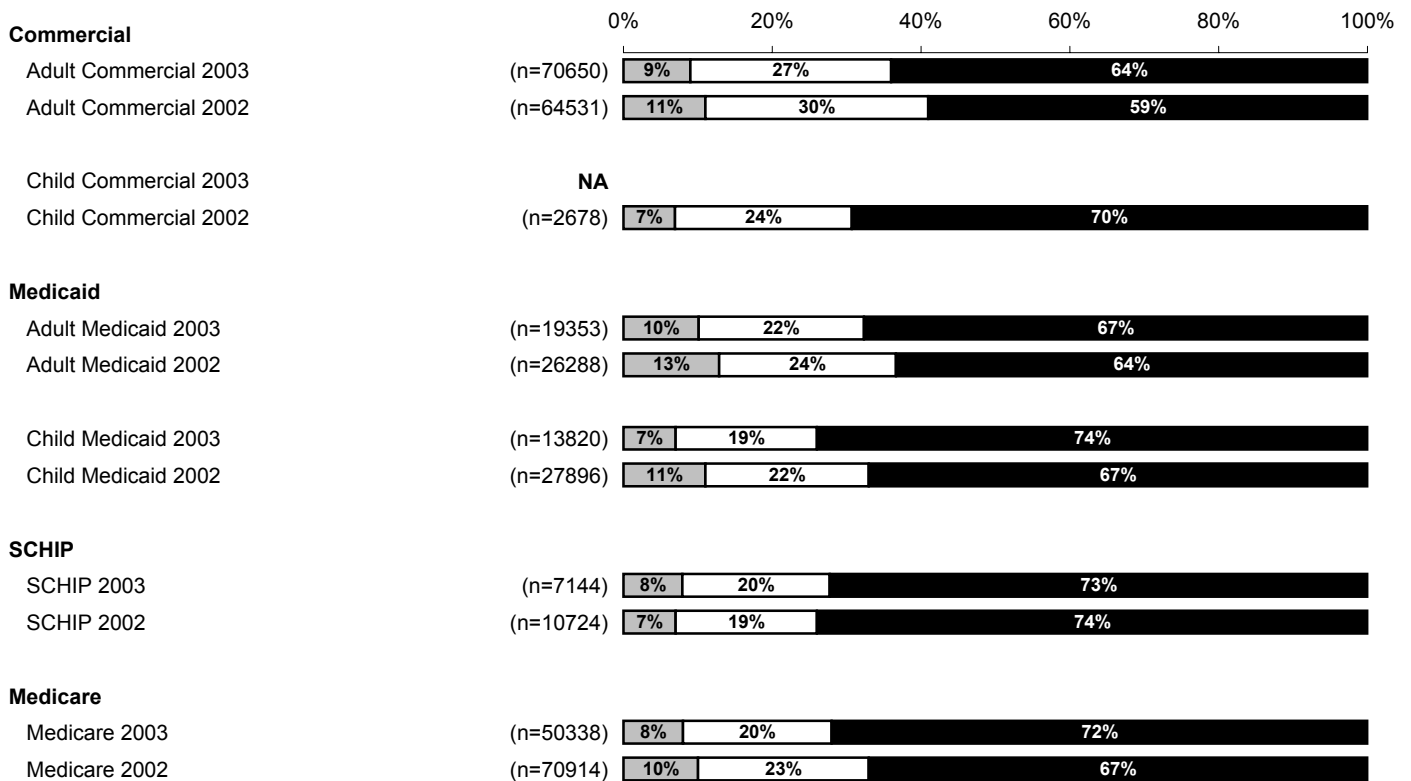
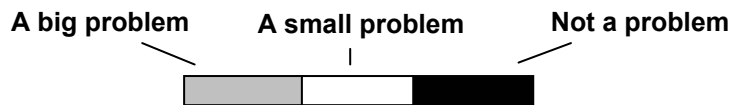
Medicare 2002



NOTE: Response distributions may not sum to 100 percent due to rounding.

Customer Service

Combines responses from three questions about getting needed information and help from your health plan.



NOTE: Response distributions may not sum to 100 percent due to rounding.

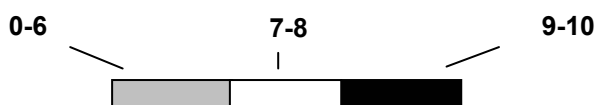
Comparing Consumer Ratings of Their Experiences with Care

CAHPS was designed with four ratings to distinguish among important aspects of care. The four questions ask plan enrollees to rate their experiences in the past 12 months (6 months for Medicaid enrollees) with their personal doctor or nurse; the specialist they saw most often; health care received from all doctors and other health providers; and their health plan. Ratings are scored from 0 to 10, where 0 is the “worst possible” and 10 is the “best possible.”

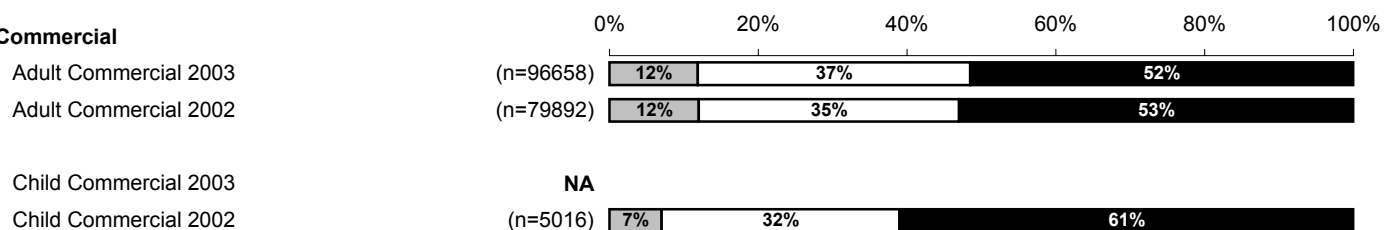
The following charts show the distribution of CAHPS survey scores across the four sectors for each of the four ratings. The definitions of terms used in the charts are presented in Appendix A. The specific question wording and response options for each of the ratings are presented in Appendix B.

Overall Rating of Personal Doctor

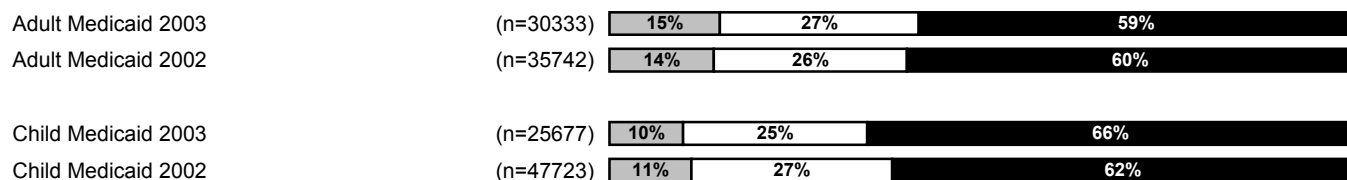
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your personal doctor or nurse?



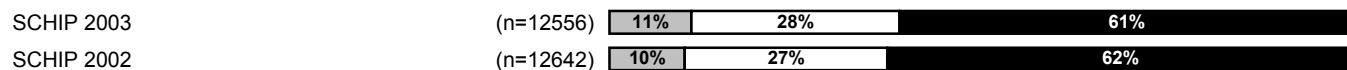
Commercial



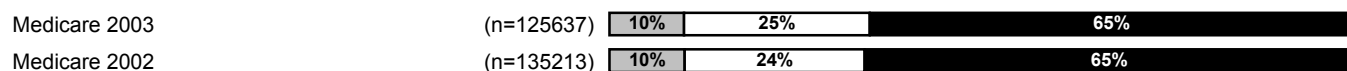
Medicaid



SCHIP



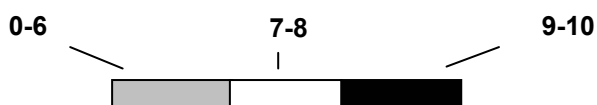
Medicare



NOTE: Response distributions may not sum to 100 percent due to rounding.

Overall Rating of Specialists

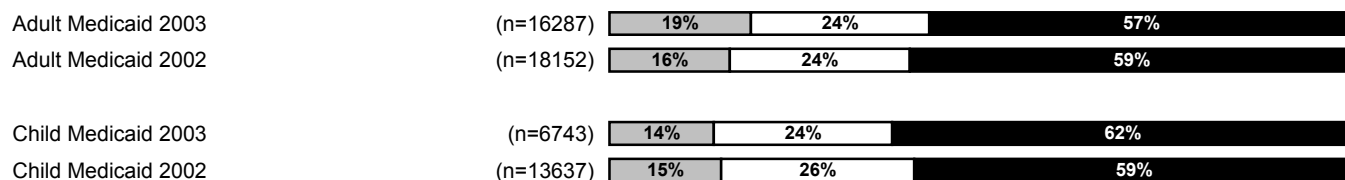
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your specialist?



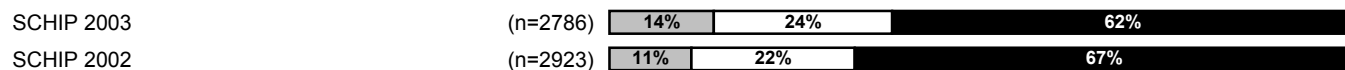
Commercial



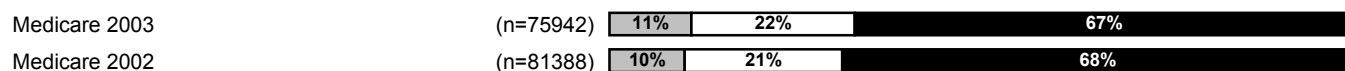
Medicaid



SCHIP



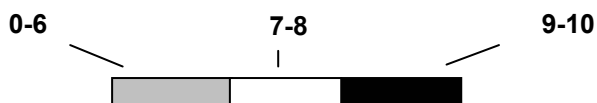
Medicare



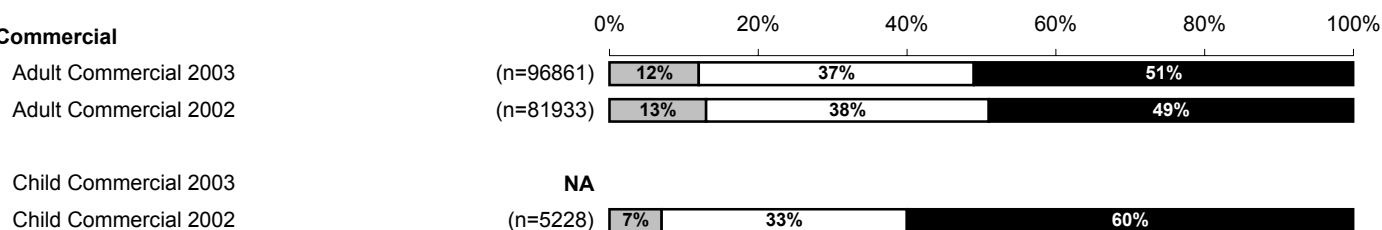
NOTE: Response distributions may not sum to 100 percent due to rounding.

Overall Rating of Health Care

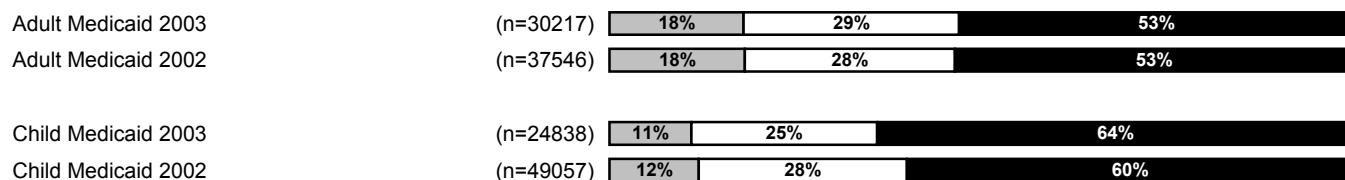
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate all your health care?



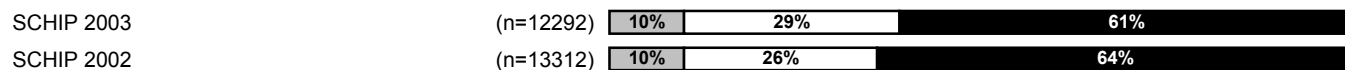
Commercial



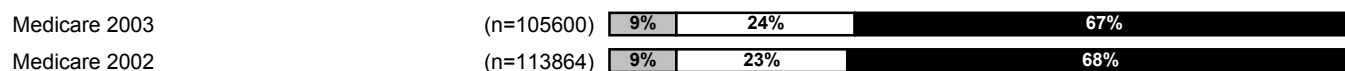
Medicaid



SCHIP



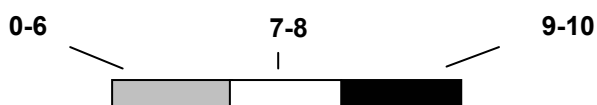
Medicare



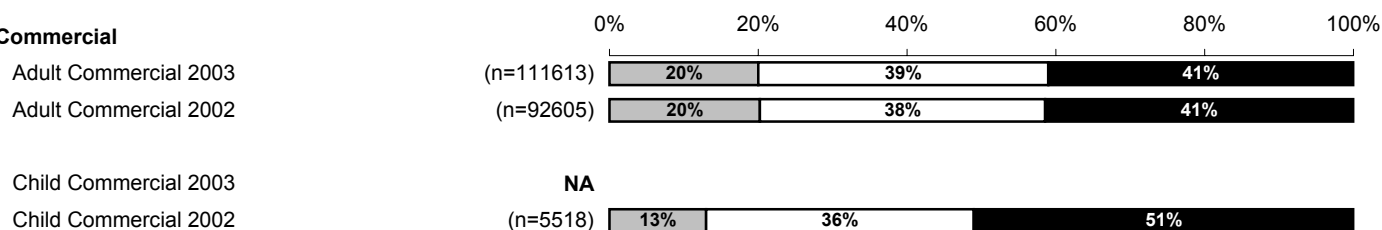
NOTE: Response distributions may not sum to 100 percent due to rounding.

Overall Rating of Health Plan

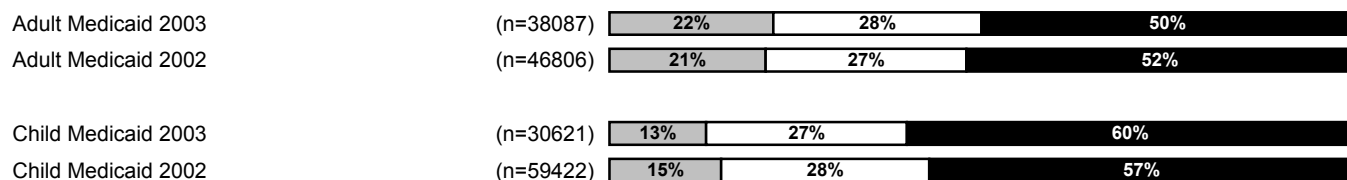
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your health plan?



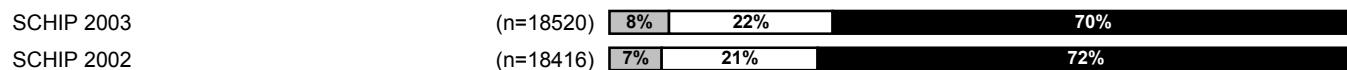
Commercial



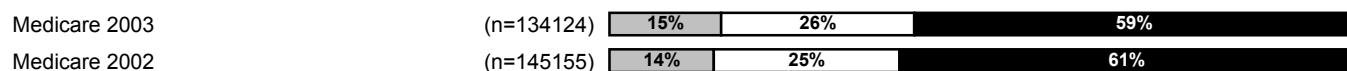
Medicaid



SCHIP



Medicare



NOTE: Response distributions may not sum to 100 percent due to rounding.

Appendix A: Chart Definitions

Commercial Population:

- **Adult Commercial:** The distribution of results for all adult commercial surveys in the NCBD.
- **Child Commercial:** The distribution of results for all child commercial surveys in the NCBD.

Medicaid Population:

- **Adult Medicaid:** The distribution of results for all adult Medicaid surveys in the NCBD.
- **Child Medicaid:** The distribution of results for all child Medicaid surveys in the NCBD.

SCHIP Population:

- **SCHIP:** The distribution of results for all SCHIP surveys (the same survey used for the child Medicaid population) in the NCBD.

Medicare Population:

- **Medicare Managed Care:** The distribution of results for all Medicare managed care surveys in the NCBD.

Appendix B: Definition of Consumer Reports and Ratings

The charts on the following pages present the question items and responses for each of the five CAHPS consumer reports and the four ratings presented in this report. Chart 1 presents the question items that compose the consumer reports composite for CAHPS 2.0. Chart 2 presents the question items that compose the consumer reports composites for CAHPS 3.0. Chart 3 presents the question wording for each of the four ratings questions. The ratings questions do not change between CAHPS 2.0 and 3.0.

Chart 1. Item Composition of the CAHPS 2.0 Consumer Reports

Consumer Reports and Items	Response Groupings for Presentation
Getting Needed Care	
<ul style="list-style-type: none"> With the choices your (child's) health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to get a referral to a specialist that you (your child) needed to see? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to get the care (for your child) you or a doctor believed necessary? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, were delays in (your child's) health care while you waited for approval from your (child's) plan? 	A big problem, A small problem, Not a problem
Getting Care Quickly	
<ul style="list-style-type: none"> In the last...months, when you called during regular office hours, how often did you get the help or advice you needed (for your child)? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did you (your child) get an appointment for regular or routine health care as soon as you wanted? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, when you (your child) needed care right away for an illness or injury, how often did you (your child) get care as soon as you wanted? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did you (your child) wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you (your child) went to see? 	Never + Sometimes, Usually, Always
Doctors Who Communicate Well	
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers listen carefully to you? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers explain things in a way you could understand? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers show respect for what you had to say? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did doctors or other health providers spend enough time with you (your child)? 	Never + Sometimes, Usually, Always
Courteous and Helpful Office Staff	
<ul style="list-style-type: none"> In the last...months, how often did office staff at a (your child's) doctor's office or clinic treat you (and your child) with courtesy and respect? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often were office staff at a (your child's) doctor's office or clinic as helpful as you thought they should be? 	Never + Sometimes, Usually, Always
Health Plan Customer Service	
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to find or understand information in the written materials? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to get the help you needed when you called your (child's) health plan's customer service? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, did you have with paperwork for your (child's) health plan? 	A big problem, A small problem, Not a problem

Chart 2. Item Composition of the CAHPS 3.0 Consumer Reports

Consumer Reports and Items	Response Groupings for Presentation
Getting Needed Care	
<ul style="list-style-type: none"> Since you joined your (child's) health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to see a specialist that you (your child) needed to see? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to get the care, tests, or treatment (for your child) you or a doctor believed necessary? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, were delays in (your child's) health care while you waited for approval from your (child's) plan? 	A big problem, A small problem, Not a problem
Getting Care Quickly	
<ul style="list-style-type: none"> In the last...months, when you called during regular office hours, how often did you get the help or advice you needed (for your child)? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, not counting times you (your child) needed health care right away, how often did you (your child) get an appointment for health care as soon as you wanted? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, when you (your child) needed care right away for an illness, injury, or condition, how often did you (your child) get care as soon as you wanted? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often were you (your child) taken to the exam room within 15 minutes of your (your child's) appointment? 	Never + Sometimes, Usually, Always
Doctors Who Communicate Well	
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers listen carefully to you? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers explain things in a way you could understand? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did (your child's) doctors or other health providers show respect for what you had to say? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often did doctors or other health providers spend enough time with you (your child)? 	Never + Sometimes, Usually, Always
Courteous and Helpful Office Staff	
<ul style="list-style-type: none"> In the last...months, how often did office staff at a (your child's) doctor's office or clinic treat you (and your child) with courtesy and respect? 	Never + Sometimes, Usually, Always
<ul style="list-style-type: none"> In the last...months, how often were office staff at a (your child's) doctor's office or clinic as helpful as you thought they should be? 	Never + Sometimes, Usually, Always
Health Plan Customer Service	
<ul style="list-style-type: none"> [Screener question]: In the last...months, did you look for any information about how your (your child's) health plan works in written material or on the Internet? [yes, no] 	
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to find or understand this information? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, was it to get the help you needed when you called your (child's) health plan's customer service? 	A big problem, A small problem, Not a problem
<ul style="list-style-type: none"> In the last...months, how much of a problem, if any, did you have with paperwork for your (child's) health plan? 	A big problem, A small problem, Not a problem

Chart 3. Rating Items for CAHPS 2.0 and 3.0

Consumer Rating Items	Response Grouping for Presentation
Rating of Personal Doctors	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your (child's) personal doctor or nurse now? 	0-6, 7-8, 9-10
Rating of Specialists	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the (your child's) specialist? 	0-6, 7-8, 9-10
Rating of Health Care	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your (child's) health care? 	0-6, 7-8, 9-10
Rating of Health Plan	
<ul style="list-style-type: none"> Use any number on a scale from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your (child's) health plan now? 	0-6, 7-8, 9-10